

SIX FLAGS NEW ENGLAND	
SUBJECT: RIDE ACCIDENT RESPONSE	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2015	SUPERSEDES: ALL PREVIOUS

RIDE ACCIDENT RESPONSE

A confirmed ride accident with resulting injuries should be classified as a **SIGNAL 2C**. This is an emergency situation requiring controlled response to the scene. This may entail a possible life-threatening situation, serious ride accident, or ride malfunction.

Primary response will be as follows:

Medical Services	Security
Safety/Security Manager	Operations Manager
Maintenance Manager	Appropriate Maintenance personnel
Appropriate Operations Personnel	Guest Relations Personnel

Secondary response:

All available Management Staff should report to the IC
Loss Prevention
Marketing / Public Relations Manager
Additional maintenance units as needed
Additionally trained First Responders / EMTs from other Departments
Other departmental staff as determined by the Incident Commander

The incident command system should be implemented as outlined in Section 2. The Safety/Security Manager or designee should establish themselves as the Incident Commander. The IC will coordinate the response needs of the internal resources and the external resources as events warrant.

ROLES AND RESPONSIBILITIES OF PRIMARY RESPONDERS

SAFETY FIRST

NOTE: The Department of Public Safety must be contacted if there has been a ride accident. The ride must not be moved until the Department of Public Safety Labor gives us permission or tells us otherwise.

In any situation with injuries resulting, the foremost priority is triage and transport of the injured. This must be undertaken as quickly as possible **AFTER** maintenance has determined that there is no further potential for any movement of the ride vehicle, lockout / tagout procedures have been completed and any other imminent dangers have been mitigated.

The following roles and responsibilities are by no means complete. Personnel may be directed to perform any tasks that the IC or their subordinate feels the employee is able to perform. As such, personnel from other departments may be called on to fulfill needs that may not be listed in their own areas or elsewhere.

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Maintenance

Maintenance will ensure that:

- All imminent dangers to life safety have been mitigated or controlled
- The ride or attraction has been properly locked out or otherwise de-energized
- The ride vehicle, track, or any other attraction related structure is secure

Upon completion of those tasks, available maintenance personnel may be directed to assist rescuers in the movement of the injured around the scene or to further secure the scene from guest view.

Medical Services

Responding rescuers should assess their need for outside resources as quickly as possible and have their back up system activated by the Medical Command Officer. Rescuers should also be aware that this incident may adversely affect fellow employees, either physically or mentally and should be prepared to have these employees removed from the scene.

Security and Operations

Immediate action should be taken by Security to secure the scene and identify any potential witnesses. When clearing the queue lines, waiting areas and platforms, it should all be completed as politely and expeditiously as possible.

Once the scene is stabilized, Security may be directed to hang tarps or covers to protect the scene, escort vehicles or personnel to the scene, or to handle any crowd related issues. Security must know where to direct guest questions, especially those with affected family/friends.

Loss Prevention

Loss prevention personnel should be utilized to complete the following tasks:

- Obtain witness statements from employees and guests
- Secure all paperwork, logs and computer printouts from the ride or attraction
- Secure any on-ride photos or videos from any vendors

Guest Relations / Marketing

Marketing should activate the Media Crisis Plan and designate a spokesperson and a location to handle media inquiries.

An area should be established away from the scene to handle any guest concerns and to communicate to those with affected family or friends any information pertinent to them. This area should be isolated from other guests and all park radios should be kept on an uninvolved channel.

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Guest Relations personnel should have information available concerning directions to local hospitals, hotels and other services that guests might be in need of.

Special Situations Team

The Special Situation Teams should be activated at the earliest possible time. The Team Leader should be in contact with the IC to determine where injured guests will be transported to and where the Guest Relations Response Location is and who is in charge.

Further roles are outlined in Section 10.

ADDITIONAL TASKS

The IC should assign one employee to keep a log of all on-scene personnel assignments and activities as time and staffing permits. This employee should also record times that corporate and external notifications are made by the Management on scene. This log should not reflect the status of any patients or the transportation of any injured guests.

POST-INCIDENT ACTION

The incident should be considered finished when all of the affected guests have been processed from the scene and there is no further need for the incident command system to be utilized.

The scene should continue to be secured by Security to prevent guests or media from attempting to access the area. Also non-essential employees should be prohibited from entering the scene or area as well. Security should be instructed where to direct questions regarding the incident after the Guest Relations Response Location has been closed.

Maintenance should not tamper with the scene until cleared to do so by the Department of Public Safety. All logs, paperwork, computer printouts and charts that were not secured by the Loss Prevention staff should remain untouched until further notice. Unless directed otherwise, the ride or attraction should remain in the same state it was in prior to and immediately following the incident, except for the application of lockout / tagout devices.

Photo documentation should be completed at the discretion and direction of the Safety/Security Manager after the incident. An internal investigation report may be generated, however, at no time should any system, or the scene itself, be disrupted by any park employee.

All documentation, recorded at the scene, by dispatch, and by the Special Situations Team, should be submitted to the Safety/Security Manager for review and compilation.

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Photos, timelines, on scene activities, external agency notification and response times should be generated for after action reports.

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

Such an incident can profoundly affect the employees involved, especially those with little or no experience with such an event. CISM is a post incident process designed to assist employees in dealing with emotional stress caused by exposure or participation in traumatic events. The process involves the use of trained counselors to address employee stress issues.

A. The process can only be initiated by certain individuals:

- Safety Management
- Director of Operations
- Director of Administration

B. CISM Procedures

- Safety Management will coordinate the notification of local CISM team.
- Group sessions can be arranged on or off property.